



## **Service Dog Etiquette**

- Do not touch the dog without permission from the human partner.
- Do not distract the dog with noises, food, or attempts to pet.
- Talk to the person, not the dog.
- Do not ask the person what their disability is.
- Compliments about a service dog are usually welcome!
- Do not be offended if the partner doesn't want to chat about their service dog or disability.
- If you have a dog, don't let it approach, play with, or bark at a service dog.
- Tell partners that might be blind or low vision where your dog is.

**Psychiatric Service Dog Partners**  
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**Department of Justice ADA line**  
1-800-514-0301  
[www.ada.gov](http://www.ada.gov)



*Veronica, Brad, and Hestia*

Hello, my name is  
Hestia, and I am  
training to be a service  
dog!



Learn more about me  
and other service dogs  
by reading this flyer.



**Q: What is a service dog?**

A: It is a dog of any breed or size, trained specifically to do work or tasks to assist with a person's disability, and prepared to behave appropriately in public.

**Q: What is a disability?**

A: It is a physical or mental condition that severely limits a major life activity-- the disability may not be visible!

**Q: Who trains service dogs?**

A: They can be trained by the disabled partner, non-profit schools, or private trainers. Training takes 1-2 years.

**Q: What can service dogs do?**

A: They can guide people, pick up items, alert to sounds, assist with balance, seizures, diabetic shock, chemical sensitivities, panic attacks, bipolar mood swings, flashbacks, hallucinations, etc.

**Q: Are they allowed in stores?**

A: Under the ADA, South Carolina (§ 43-33-20), and North Carolina laws (§ 168-4.2), service dogs and service dogs in training are allowed anywhere the public is. This includes restaurants, hospitals, stores, movies, hotels, public transit, and taxis.

**Q: What identification is needed?**

A: One can ask if the service dog is assisting with a person's disability, and what the dog does to assist. Partners don't have to disclose their disability. ID cards, vests, or certification are not required under ADA or SC law (NC requires identifying gear for dogs in training).

**Q: What about allergies or fears?**

A: These are not valid reasons for denying a service dog team. If the allergy or fear is disabling, both people must be accommodated. Usually the two parties stay away from each other.

**Q: What if a service dog barks?**

A: First ask if they need assistance. The dog might be alerting to a medical condition, it might have been stepped on, or it might be a young puppy learning manners. If the dog continues to be disruptive or destructive, the business can legally ask for its removal.

**Q: Can I get a vest for my pet?**

A: Service dogs are not pets! They must be trained to mitigate the partner's disability, and to behave stably in public. Calling a dog that does not meet these requirements a service dog is offensive and illegal. Therapy dogs that visit hospitals, help kids read, etc, do not have the same rights as service dogs.

**Q: How can I help?**

A: If a service dog team is denied access, speak up for them. Share service dog etiquette with others. Consider donating to PSDP.

**Q: How do you help?**

A: My partner has bipolar disorder, PTSD, and asperger's. I put her agoraphobia into remission! I recognize and respond to her panic attacks, mainly using grounding and deep pressure therapy techniques.. This reduces her episodes' severity and duration, allowing her to engage in the world.

**Q: How old are you?**

A: I was born on October 3, 2014.

**Q: Where are you being trained?**

A: My partner is training me herself using positive training methods.

**Q: How did you get your name?**

A: Hestia is an auror in Harry Potter. She is also the Greek goddess of hearth and home.

**Q: What breed are you?**

A: I am a Japanese Chin.

**Q: Do you get to "just be a dog"?**

A: Yes! When my vest comes off, I act like a regular dog. I love neighborhood walks and playing with my big brother, Ollivander.